

DESIGNER SURFACES

LARGE FORMAT PORCELAIN

25 YEAR LIMITED WARRANTY



25
YEAR
LIMITED
WARRANTY

DESIGNER SURFACES LIMITED 25 YEAR WARRANTY Terms and Conditions for Residential purchases.

DESIGNER SURFACES LIMITED 25 Year warranty on our range of Large Porcelain slabs covers the following:

This limited warranty covers DESIGNER SURFACES that have been purchased from an Authorised DESIGNER SURFACES Installer or Dealer (“Authorized Installer”) and have been permanently installed in the original purchaser’s residence by an Authorized Installer.

The warranty covers any defects that may arise from the manufacture of the slabs. Subsequent fabrication and installation are not covered under this warranty.

Subject to the limitations stated herein, this limited warranty covers products that have been maintained according to the DESIGNER SURFACES Care and Maintenance as set on WWW.DESIGNERSURFACES.NET.AU

- Staining against most common food, beverage, and household products provided customers follow proper care and maintenance guidelines.
- Fading due to exposure to direct Ultraviolet (UV) sunlight in both indoor and outdoor applications.
- This warranty covers DESIGNER SURFACES products that are applied to barbecues, fireplace surrounds, or any surface where heat may be applied, conditional upon strict adherence to the applicable installation manuals and local Government regulations.
- Registration of purchase is required within 30 days of installation by completing the Online Warranty Form.

WHAT THIS LIMITED 25-YEAR WARRANTY DOES NOT COVER

- This warranty does not cover faulty or improper fabrication or faulty or improper installation.
- Any damage caused by actions taken by third parties not related to DESIGNER SURFACES such as problems caused by incorrect finish/preparation of the product, by improper installation methods, or other modification or manipulation of the original product.
- cracking due to an external force or interaction such as impacts, uneven cabinets or flooring, structural settling or movements, improper installation or other conditions in the residence that may cause the DESIGNER SURFACES to shift. Therefore, cracks or chipping due to impact from heavy objects, and movement, shifting, settling of support structure below the countertop or flooring surface (cabinets, flooring, foundation etc.), are not covered by this warranty.
- This warranty does not cover consequential or incidental damage, loss or expense other than the product itself, including but not limited to damage to other products or installations, or additional or supplementary repairs or modifications such as, for example, any plumbing, electrical, tile or wall surface modifications, masonry work, subfloor repair or preparations that may be necessary to repair or replace DESIGNER SURFACES covered under this limited warranty; such other repairs and modifications shall be the responsibility of the customer.
- This warranty does not cover products that have been treated or covered with an unapproved chemical or coating. If DESIGNER SURFACES determines in its discretion, that the application of unapproved chemicals and/or coatings caused or contributed to the defect(s) in the product, it shall have no obligations under this Warranty.
- This warranty does not cover products that have not been paid for in full.
- This warranty does not cover products exposed to abnormal use or conditions or abuse in any way. “Abnormal use or conditions” includes, but is not limited to, damage from mishandling or misuse, physical or chemical abuse, and failure to follow proper care and maintenance instructions, specifically maintenance or damage from chipping, cracking, impact damage or breaking due to customer abuse.



- DESIGNER SURFACES are intended to have a natural and non-uniform appearance; thus, this limited warranty does not cover any variances in colour, shade, particle structure or gloss level.
- This warranty does not cover products that you, the customer, decide you do not like after installation due to colour, edging styles or other opinions based on personal preference
- This warranty does not cover seam appearance or performance.
- This warranty does not cover “commercial uses” of the DESIGNER SURFACES products. “Commercial uses” include but are not limited to use in commercial buildings such as retail stores, restaurants, offices, hotels, or apartment complexes.
- The differences found between samples or photographs of any DESIGNER SURFACES product and the actual product purchased are not covered under this warranty.
- This warranty does not apply to repairs and/or the handling of the DESIGNER SURFACES product.
- Damage arising from defects in a building structure in which the DESIGNER SURFACES product is used.
- Chipping is not covered under this warranty. Chipping does not occur because of defective material; chipping is the result of the scraping and bumping of objects against the edges of the surface.
- DESIGNER SURFACES do not make Benchtops, but supplies the material for benchtops, in the event the terms and conditions contained herein are met, material required will be provided to replace the worktop; however, the cost of manufacturing and installing the product will not be covered by DESIGNER SURFACES

